

Concur Government Edition (CGE) ETS2 Pricing
CONTRACT GS-33F-Y0026

Section B – Supplies or Services and Prices/Costs
Base Period Only – Annotated version

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.1 CLIN DEFINITIONS

AGENT-ASSISTED TRAVEL RESERVATION SERVICE (ATRS): ATRS is one in which the services of a customer support agent are used explicitly for making and/or fulfilling travel arrangements. The use of ETS2 customer support services for technical support or assistance in completing self service actions shall not constitute a full-service transaction, and any service or technology refreshment of the ATRS shall be included in this fee (as defined by Section C.5, *Technology Capabilities and Characteristics*). Applicable to the following CLINs: **CLIN 0001AC, CLIN 0001AD, CLIN 0001AE, CLIN 0001AG, CLIN 0001SBAC, CLIN 0001SBAD, CLIN 0001SBAE, CLIN 0001SBAG** and their respective option year CLINs.

CLIN: Contract Line Item Number.

CUSTOM INTERFACE DEVELOPMENT AND INTERFACE TESTING : Development of Interfaces between the ETS2 and customer agencies' core business systems that need changes or enhancements to the standard interface functionality as requested in Section C.8, Agency Business Systems Data Integration Capabilities and Characteristics, including but not limited to generation of accounting transactions as needed; updating and verification of funds control and the standard general ledger; and generation of disbursement actions by electronic funds transfer (EFT) or other means IAW Section C Attachment 9, Agency Business System Integration Guidance. In addition, this CLIN will be used for application level end-to-end testing between ETS2 and an agency's business systems (financial, human resources, charge card vendors, etc.) for an agency's initial implementation. After initial implementation, application level end-to-end testing is covered under the Contractor's release management cycle as requested in Section C.5.1.1#8. **CLIN0013** is priced at a NTE hourly rate. The ceiling hourly rate includes wages, overhead, general and administrative expenses, and profit applicable to the Contractor as well as subcontractor(s)/teaming partners. This work does not include efforts identified in CLIN 0005 for Standard Implementation (standard integration configuration and deployment development for standard implementation) and should be used for agency specific customized interface needs and not to charge for the standard integration capabilities as requested in Section C.8, Agency Business Systems Data Integration Capabilities and Characteristics or configuration efforts for establishing, operating, and maintaining the ETS2 integration capability as requested as Standard Implementation Services. Applicable to **CLIN 0013** and corresponding option CLINs.

CUSTOM REPORT DEVELOPMENT: Custom report development IAW *Section C.9 Queries and Reports* for the development of customer agency custom reports to support agency-specific reporting requirements. Priced at a not-to-exceed (NTE), hourly rate. The ceiling hourly rate includes wages, overhead, general and administrative expenses, and profit applicable to the Contractor as well as subcontractor(s)/teaming partners. Applicable to **CLIN 0011** and corresponding option CLINs.

ETS2 TDY TRAVEL: Applicable to **CLIN 0015** and corresponding option CLINs. In accordance with Section D.16 (b) Travel, The parties agree that travel may be reimbursable under this contract. However in order for that to occur, the travel must be authorized by the government agency under the agency task order prior to incurring any travel expense. Authorization must be justified and ordered through the above numbered CLIN under the Task Order.

Documentation submitted for agency authorization should include the reason for the travel, the duration of the travel, and identification of the personnel traveling (Subject Matter Experts needed to engage with unusual agency requirements). The contractor must provide the agency with a comprehensive travel itinerary complete with estimated expenses prior to commencing the trip and must receive written authorization from the government agency to travel. It is not mandatory that the agency pay directly for travel; the agency may elect to have the contractor personnel attend sessions via other electronic means. If the agency chooses to authorize the travel expense, the agency will only pay those actual, direct expenses essential to the transaction of official business to include travel/transportation expenses, per diem expenses, and miscellaneous expenses as per **Federal Travel Regulations (FTR)**.

The ETS2 Contractor(s) shall exercise care when incurring travel expenses in the same manner that a prudent traveler would exercise and mirror the requirements of government travelers.*

The ETS2 Vendor(s) is eligible for reimbursement of direct travel expenses and per diem when:

- Authorized by agency task order after being justified as official travel
- Is invoiced in accordance with the FTR

*Government travelers are required to exercise the same care in incurring expenses that a prudent person would exercise if traveling on personal business when making official travel arrangements, and therefore, should consider the least expensive class of travel that meets their needs.

FEMA SURGE BLANKET TRAVEL: Federal Emergency Management Administration (FEMA) Surge Blanket Travel requires that an extremely large number of employees to be granted authority to travel under one Travel Authorization as required by *Section C.3.2 Types of Travel*, and IAW Section C Attachment 13, *FEMA Surge Blanket Travel Requirements (Mandatory)*. Applicable to **CLIN 0014** and corresponding option CLINs for applicable voucher transactions.

FOREIGN AFFAIRS MANUAL (FAM): TDY travel of Foreign Service and other applicable classes of Federal travelers in accordance with *Section C.4.1 Federal Travel Policy Compliance*, and Section C Attachment 19, *Department of State Travel Requirements*. (Traveling with Family Members excluding relocation.) Applicable to **CLIN 0016** and corresponding option CLINs for applicable voucher transactions.

INTERNATIONAL RATE DESK: Applicable when no GSA City Pair Program (CPP) is available for international destinations. Includes capability for faring complex international itineraries using a comprehensive set of faring methods, exceptions and interpretations of airline policies, Department of Transportation (DOT) regulations, International Airlines Travel Agent Network (IATAN) policies, and tariff manuals to optimize best pricing for international travel. Does not apply for CPP or combinations thereof or simple round trip commercial itineraries. This is optional CLIN based on agency needs. In the event that a reservation is routed to this desk by a TMC agent that is not actionable by or applicable to international rate desk services, it will

be redirected to the standard TMC services with no action and no fee. Applicable to **CLIN 0004** and its corresponding option CLINs.

NATIONAL INSTITUTES OF HEALTH (NIH) PATIENT TRAVEL: Patient travel will be in accordance with *C.3.2 Types of Travel*, and *Section C Attachment 18, NIH Patient Travel*.

Applicable to **CLIN 0018** and corresponding option CLINs for applicable voucher transactions.

NONEMERGENCY AFTER HOURS TMC SERVICE: The transaction fee for this item is for the services of a full-service travel representative accessible for nonemergency travel planning and reservation services, including group travel and surge travel, outside of 7:00 a.m. to 10:00 p.m., U.S. Eastern Time on a 24/7/365 basis in accordance with Section C.4.2, *Functional Capabilities and Characteristics*. Applicable to **CLIN 0008**, its subCLINs and corresponding option CLINs. Examples of non-emergency service include but are not limited to:

- Requests for flight schedule or gate information
- Transaction fee questions
- Technical assistance with ETS booking engine
- Requests for invoice copies
- Requests to update traveler profiles
- Requests to add frequent flyer information to reservation
- Requests to change seat assignments

ONLINE TRAVEL RESERVATION SERVICE (OTRS): An online transaction is one in which travel reservations and fulfillment are initiated and completed online, i.e., without direct contact between the user/traveler/travel arranger with a customer support agent for the explicit purpose of making and/or fulfilling travel arrangements. The use of ETS2 customer support services for technical support or assistance in completing self service actions shall still constitute an OTRS, as well as any service or technology refreshment of the OTRS shall be included in this fee (as defined by Section C.5, *Technology Capabilities and Characteristics*). Applicable to the following **CLINs: CLIN 0001AA, CLIN 0001AB, CLIN 0001AF, CLIN 0001AI, CLIN 0001AJ, CLIN 0001SBAA, CLIN0001SBAB, CLIN 0001SBAF, CLIN 0001SBAI, CLIN 0001SBAJ** and their respective option year CLINs.

ONSITE RESERVATION AND FULFILLMENT SERVICES: Represents traditional travel agent services where travel reservations and fulfillment services are performed by dedicated, on-site travel agent personnel in accordance with the requirements of and other ancillary services such as completion of Authorization and Voucher data (excluding signature and submission) and Passport Services such as visas as negotiated in the agency task order. Offerors shall consider that onsite services could be required at CONUS and OCONUS locations. The customer agency will choose which subCLIN(s) best fits their needs.

SubCLINs 0006AA and 0006AB ONSITE RESERVATION AND FULFILLMENT

SERVICES: Priced at a NTE hourly rate. The onsite ceiling hourly rate includes wages, overhead, general and administrative expenses, reservation and fulfillment fees, and profit applicable to the Contractor as well as subcontractor(s)/teaming partners. The hourly rate may be negotiated at the TO / sub-TO level for the services required for each country or

geographic region, as applicable. Applicable to **subCLINs 0006AA, 0006AB** and their corresponding option subCLINs.

SubCLINs 0006AC and 0006AD ONSITE RESERVATION AND FULFILLMENT

SERVICES: Priced at a firm-fixed-price transaction fee. The transaction fee may be negotiated at the TO / sub-TO level for the services required for each country or geographic region, as applicable. Applicable to **subCLINs 0006AC and 0006AD** and their corresponding option subCLINs.

PAPER TICKET: A paper ticket is the paper instrument identifying the transportation to which the traveler is entitled. A paper ticket refers to all physical documents such as flight coupon, passenger receipt, and detailed itinerary, for example, related to a single travel itinerary. Applicable to **CLIN 0003**, including its subCLINs and corresponding option CLINs.

QUALITY CONTROL PROGRAM FOR ACCOMMODATED TMC ATRS TRANSACTIONS:

The Contractor shall provide quality control services for agent assisted reservation service transactions delivered by Accommodated TMCs, pursuant to Section C.4.2.9.1. Paragraph 4. Contractor's provision of ATRS quality control for ATMCs is ordered at the option of customer agencies. Applicable to **CLIN 0001AH, 0001SB AH** and corresponding option CLINs.

RESERVED: This CLIN is reserved.

SOFTWARE FOR ETS2 PROFILE MANAGEMENT THROUGH MASS

UPLOADING/UPDATING: This CLIN is intended for post implementation mass updates ordered at the agency's choice and includes software provided to customer agencies for uploading and importing data through an agency business system interface as determined by a customer agency in accordance with Section C.4.2.25.1, *ETS2 Customer Configuration and Administration #3*. Applicable to **CLIN 0017** and corresponding option CLINs.

STANDARD IMPLEMENTATION SERVICES: The Contractor shall provide implementation support services required to establish agency-specific configuration and operational readiness in coordination with each customer agency placing a task order for ETS2 that will be priced at a not-to-exceed (NTE) per Lot amount. This amount includes wages, overhead, general and administrative expenses and profit applicable to the Contractor as well as subcontractors/teaming partners. Discounts from the NTE price can be offered at the task order level for these services. Implementation includes but is not limited to planning and execution; kick-off meetings with key stakeholders; communications planning and execution; data loads and configuration of ETS2; training services; standard integration configuration and connectivity set up and deployment development (agency customized integration and interface capabilities are separately priced under CLIN 0013), and TMC services in accordance with (IAW) *Section C.10 Standard Implementation Services*. Applicable to **CLIN 0005**, its subCLINs and corresponding option CLINs further defined as follows:

CLIN 0005A SERVICE LEVEL A: The contractor shall load up to 1,000 user profiles IAW Section C.10.1.11 #1a).

CLIN 0005B SERVICE LEVEL B: The contractor shall load up to 4,000 user profiles IAW Section C.10.1.11 #2a).

CLIN 0005C SERVICE LEVEL C: The contractor shall load up to 10,000 user profiles IAW Section C.10.1.11#3a).

CLIN 0005D SERVICE LEVEL D: The contractor shall load up to 120,000 user profiles IAW Section C.10.1.11#4a).

SUPPLEMENTAL CUSTOMER SERVICE: Services not already defined in Section C but are within the scope of this contract not covered by the other mandatory or optional CLINs such as agency development support as may be required via agency task order (but see the requirements of Section C.5.1.1 #20). Applicable to **CLIN 0019** and corresponding option CLINs.

SUPPLEMENTAL SECURITY SERVICES: Supplemental security services IAW Section C.6.1.8, *Security Capabilities and Characteristics*, to include but are not limited to enhanced security risk analysis and enhanced security for access and transmission, to include any services requested at the task order level. Priced at a NTE hourly rate. The ceiling hourly rate includes wages, overhead, general and administrative expenses, and profit applicable to the Contractor as well as subcontractor(s)/teaming partners. Applicable to **CLIN 0010** and corresponding option CLINs.

SUPPLEMENTAL TRAINING SERVICES (INCLUDING USER ROLES): Supplemental Training Services as required by Section C.12.1, *Training*, to include but not limited to all user roles at CONUS and OCONUS sites to accommodate at least 25 students per class, customized step-by-step training aids, or other training material. Priced at a NTE hourly rate. The ceiling hourly rate includes wages, overhead, general and administrative expenses, and profit applicable to the Contractor as well as subcontractor(s)/teaming partners. **CLIN 0009.**

TECHNICAL HELP DESK: The help desk assists users IAW Section C.11.1.3, *ETS2 Technical Help Desk*, is priced at a NTE hourly rate and a transactional firm-fixed price rate. The customer agency will choose which subCLIN(s) best fits their needs. The ceiling hourly rate includes wages, overhead, general and administrative expenses, and profit applicable to the Contractor as well as subcontractor(s)/teaming partners. **CLIN 0012**, its subCLINs and corresponding option CLINs further as follows:

CLIN 0012AA TECHNICAL HELP DESK TIER ONE: The Contractor shall provide agency-specific help desk Tier One IAW Section C.11.1.3, *Technical Help Desk*. These CLINs, corresponding option CLINs is for agencies to define help desk support for a specific period of time or level of effort regardless of frequency of use for the specified time period.

CLIN 0012AB HELP DESK TIER ONE BEFORE 7:00 AM after 10:00 PM (U.S. Eastern Time) The Contractor shall provide help desk IAW Section C.11.1.3, *Technical Help Desk*.

CLIN 0012AC TECHNICAL HELP DESK TIER ONE: The Contractor shall provide agency-specific help desk Tier One IAW Section C.11.1.3, *Technical Help Desk*. These CLINs

support a fixed fee price related to a specific issue per user and allows contact to the help desk multiple times until the issue is resolved.

TRANSACTION TYPE A: Each transaction fee includes all arrangements and reservations related to one itinerary for which a domestic/international air or rail ticket is used. The CLIN fee includes making and changing all arrangements (air/rail, lodging, and/or car rental) for one or multiple locations. The fee may only be charged at time of ticket issuance and is not required to be refunded if the travel is subsequently cancelled. The Contractor shall not charge a fee for cancellations made prior to ticket issuance. The transaction fee covers the process of refunds or credits for unused tickets. An additional transaction fee may be incurred if changes in the itinerary require the issuance of a new ticket. Activities that do not result in the issuance of a ticket, such as research of travel arrangements, changes to existing arrangements prior to ticket issuance, and air and/or rail reservations for which tickets are not issued, for example, shall not be considered as a Transaction A transaction. Applicable to the following CLINs: **CLIN 0001AA, CLIN 0001AC, CLIN 0001AD, CLIN 0001AF, CLIN 0001AI, CLIN 0001SBAA, CLIN 0001SBAC, CLIN0001SBAD, CLIN 0001SBAF, CLIN 0001SBAI, CLIN 0007AA, CLIN 0007AB, CLIN 0008AA, CLIN 0008AB, CLIN 0015**, and their respective option year CLINs.

TRANSACTION TYPE B: Each transaction fee includes all domestic and international arrangements and reservations related to one itinerary for which an air or rail ticket is not issued. The fee includes making and changing lodging and/or car rental arrangements for one or multiple locations when air or rail transportation is not included in the itinerary. Research of travel arrangement and activities that result in changes to or cancellation of lodging and/or car rental reservations prior to the check-in or pickup date shall not be considered Transaction B transactions. Transaction B fees shall be charged at the point the authorization is approved by the customer agency travel authorizing/approving official or his/her designee. Applicable to the following CLINs: **CLIN 0001AB, CLIN 0001AE, CLIN 0001AG, CLIN 0001SBAB, CLIN 0001SBAE, CLIN 0001SBAG, CLIN 0001SBAJ, CLIN 0007, CLIN 0008, CLIN 0015**, and their respective option year CLINs.

See Appendix B-1: Guidance for Online Travel Reservation Service (OTRS) and Agent-Assisted Travel Reservation Service (ATRS) Pricing Applications for clarifications on the applications of OTRS and ATRS CLINs.

TRAVEL VOUCHER: A digitally signed claim for reimbursement of expenses incurred in the performance of official travel. For the purposes of pricing, the travel voucher includes travel planning, travel authorization, travel advance, to include the cost of Account Management, Online Help, Tier 2 and Tier 3 Technical Help Desk and standard integration capabilities outlined in Section C.8, *Agency Business Systems Data Integration Capabilities and Characteristics* into the Voucher Transaction Fee and travel voucher functionalities in accordance with the mandatory requirements of Section C.4, *ETS2 Capabilities and Characteristics*, and any service and technology refreshment (as defined in Section C.5, *Technology Capabilities and Characteristics*). The Joint Federal Travel Regulations (JFTR) for

Uniformed Service Members in accordance with *Section C.3.2 Types of Travel*, and *Section C Attachment 12, JFTR Requirements (Priced Objective Requirement Description)*, is applicable to CLIN 0002J. Applicable to **CLINs 0002**, its subCLINs and corresponding option CLINs, further defined as follows:

CLIN 0002AA: LOCAL AUTHORIZATION AND/OR VOUCHER SERVICES: A local voucher is a claim for expenses, such as taxi and mass transit fares, privately owned vehicle (POV) mileage, and other miscellaneous expenses incurred while performing official business within the vicinity of an employee's designated post of duty, not connected with TDY travel.

CLIN 0002AB: TDY AUTHORIZATION AND/OR VOUCHER SERVICES: A TDY travel voucher is a claim for expenses incurred in connection with travel away from an employee's official duty station, where the employee is authorized to travel.

CLIN 0002JAA: JOINT FEDERAL TRAVEL REGULATION (JFTR) TDY AUTHORIZATION AND/OR VOUCHER SERVICES: A travel voucher is a claim for expenses incurred in connection with travel away from an employee's official duty station, where the employee is authorized to travel.

VERY IMPORTANT PERSON (VIP) TRAVEL SERVICES: VIP services are specialized travel agency services performed by specifically designated travel counselors who provide enhanced travel reservation services to designated customer agency personnel. Priced at a firm-fixed-price transaction rate. VIP travel services will be performed in accordance with the mandatory requirements of Section C.4.2.7, *Agent-Assisted Travel Planning and Reservation Service*. VIP TMC Services will be charged at time of ticket issuance and is NOT required to be refunded if the travel is subsequently cancelled. Applicable to **CLIN 0007**, its subCLINs and corresponding option CLINs.

B.2 SCHEDULE OF ITEMS

B.2.1 CLINs identified below (and their corresponding option period pricing) will be competitively evaluated as described in Section F. These CLINs are mandatory to be bid by the offeror. Ordering agencies may or may not order one or more of the noted CLINs.

Base Period (3 Years):

CLIN	Description	This column not used	Unit Price	Unit of Issue	Type of Fee	This column not used
0001	ETS2 Reservation and Fulfillment Services (Large Business (LB) TMC)					
0001AA	OTRS Domestic/Intl w/Air/Rail		\$7,30	Each Transaction A	FFP	
0001AB	OTRS Domestic/Intl w/o Air/Rail (Lodging and/or		\$6.70	Each Transaction B	FFP	

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	Car Only)					
0001AC	LB ATRS Domestic w/Air/Rail		\$30.49	Each Transaction A	FFP	
0001AD	LB ATRS Intl w/Air/Rail		\$36.00	Each Transaction A	FFP	
0001AE	LB ATRS Domestic/Intl w/o Air/Rail (Lodging and/or Car Only)		\$14.48	Each Transaction B	FFP	
0001AF	LB OTRS Domestic/Intl RESERVATION ONLY w/Air/Rail		\$2.50	Each Transaction A	FFP	
0001AG	LB OTRS Domestic/Intl RESERVATION ONLY w/o Air/Rail (Lodging and/or Car Only)		\$2.50	Each Transaction B	FFP	
0001AH	LB ATMC ATRS QC		\$0.75	Each Transaction	FFP	
0001AI	LB OTRS Domestic/Intl RESERVATION ONLY w/Air/Rail for DoD and other agencies not required to use the FTR per §301-50.3		\$2.50	Each Transaction A	FFP	
0001AJ	LB OTRS Domestic/Intl RESERVATION ONLY w/o Air/Rail (Lodging and/or Car Only) for DoD and other agencies not required to use the FTR per §301-50.3		\$2.50	Each Transaction B	FFP	
0001SB	ETS2 Reservation and Fulfillment Services (Small Business (SB) TMC)					
0001SBAA	OTRS Domestic/Intl w/Air/Rail		\$7.30	Each Transaction A	FFP	
0001SBAB	OTRS Domestic/Intl w/o Air/Rail (Lodging and/or Car Only)		\$6.70	Each Transaction B	FFP	
0001SBAC	SB ATRS Domestic w/Air/Rail		\$30.49	Each Transaction A	FFP	
0001SBAD	SB ATRS Intl w/Air/Rail		\$36.00	Each Transaction A	FFP	
0001SBAE	SB ATRS Domestic/Intl w/o Air/Rail (Lodging and/or Car Only)		\$14.48	Each Transaction B	FFP	
0001SBAF	SB OTRS Domestic/Intl RESERVATION ONLY w/Air/Rail		\$2.50	Each Transaction A	FFP	
0001SBAG	SB OTRS Domestic/Intl RESERVATION ONLY w/o Air/Rail (Lodging and/or Car Only)		\$2.50	Each Transaction B	FFP	

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0001SBAH	SB ATMC ATRS QC		\$0.75	Each Transaction	FFP	
0001SBAI	SB OTRS Domestic/Intl RESERVATION ONLY w/Air/Rail for DoD and other agencies not required to use the FTR per §301-50.3		\$2.50	Each Transaction A	FFP	
0001SBAJ	SB OTRS Domestic/Intl RESERVATION ONLY w/o Air/Rail (Lodging and Car Only) for DoD and other agencies not required to use the FTR per §301-50.3		\$2.50	Each Transaction B	FFP	
0002	ETS2 Authorization and Voucher Services					
0002AA	Local Voucher		\$6.80	Each Local Voucher	FFP	
0002AB	TDY Voucher		\$14.75	Each TDY Voucher	FFP	
0002J	ETS2 JFTR Authorization and Voucher Services					
0002JAA	TDY Voucher		\$10.25	Each TDY Voucher	FFP	
0003	Paper Ticket Issuance and Delivery					
0003AA	Paper Ticket w/U.S. Mail Delivery		\$6.00	Each Ticket	NTE	
0003AB	Paper Ticket w/Express Delivery		\$42.00	Each Ticket	NTE	
0003AC	Paper Ticket w/Courier Delivery		\$120.00	Each Ticket	NTE	
0004	International Rate Desk					
			\$38.40	Each Ticket	FFP	
0005	Standard Implementation Services					
0005AA	Service Level A		\$139,167.40	Lot	NTE	
0005AB	Service Level B		\$213,444.10	Lot	NTE	
0005AC	Service Level C		\$475,236.55	Lot	NTE	
0005AD	Service Level D		\$1,816,490.25	Lot	NTE	

CLIN	Description		Unit Price	Unit of Issue	Type of Fee	
0006	Onsite Reservation and Fulfillment Services (ORFS)					
0006AA	LB ORFS		\$78.00	Hourly	NTE	
0006AB	SB ORFS		\$78.00	Hourly	NTE	
0006AC	LB ORFS		\$36.60	Transaction	FFP	
0006AD	SB ORFS		\$30.60	Transaction	FFP	
0007	VIP Services					
0007AA	LB VIP Services		\$48.00	Per Transaction A or B (as applicable)	FFP	

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0007AB	SB VIP Services		\$48.00	Per Transaction A or B (as applicable)	FFP	
0008	Nonemergency After Hours TMC Service					
0008AA	LB Nonemergency After Hours TMC Service		\$24.00	Per Transaction A or B (as applicable)	FFP	
0008AB	SB Nonemergency After Hours TMC Service		\$24.00	Per Transaction A or B (as applicable)	FFP	
0009	Supplemental Training Services (including User Roles)		\$160.49	Hourly	NTE	
0010	Supplemental Security Services		\$232.53	Hourly	NTE	
0011	Custom Report Development		\$232.53	Hourly	NTE	
0012						
0012AA	Tier One		\$65.04	Hourly	NTE	
0012AB	Tier One (before 7 a.m. and after 10 p.m., U.S. Eastern Time)		\$71.55	Hourly	NTE	

Base (3 years) - continued

CLIN	Description	Estimated Quantity	Unit Price	Unit of Issue	Type of Fee	Total
0012AC	Tier One		\$6.50	Per Transaction A or B (as applicable)	FFP	
0013	ETS2 Custom Interface Development and Interface Testing		\$232.53	Hourly	NTE	
0014	FEMA Surge Blanket Travel		\$0.45	Each Voucher	FFP	
0015	ETS2 TDY Travel		\$15.000	As per Task order	Actual direct costs	

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0016	Foreign Affairs Manual (Travel w/family members excluding relocation)		\$7.57	Each Voucher	FFP	
0017	Software for Profile Management through Mass Uploading/Updating Functionality		\$20,000	Per Agency	FFP	
0018	NIH Patient Travel		\$2.72	Each Voucher	FFP	
0019	Supplemental Customer Service		\$183.41	Hourly	NTE	
0020	Reserved		STBD			

B.3 TASK ORDER DISCOUNTS

The Government anticipates discounts at the task order level for all CLINs with a NTE price.